

**STATE OF WASHINGTON
EMPLOYMENT SECURITY DEPARTMENT
POLICY AND PROCEDURE**

**NUMBER: 4002
DATE: 8/1/14**

SUBJECT: End-User Devices

PURPOSE:

To specify responsibilities for managing and supporting end-user devices operated on the Employment Security Department (ESD) network.

SCOPE:

This policy applies to all laptop, desktop, tablet and any other electronic devices that may perform like personal computers, both physical and virtual, that are owned by ESD or connected to the ESD network.

POLICY:

Responsibility:

Management must ensure that employees, business partners, contractors, and vendors using or accessing the Department's computers comply with the [Acceptable Use of Computing and Communications Resources Policy 2016](#) and that requirements for compliance with this policy is reflected in appropriate contracts/agreements.

Electronic Device Acquisition:

Procurement of all ESD desktop/laptop/tablet and any other electronic devices that may perform like personal computers will be managed by Information Technology and Business Integration (ITBI) Division IT Support. All ESD staff and partner staff operating under a Resource Sharing Agreement are to be provided one computer to conduct official agency business. Resource Sharing Agreements with partners will cover costs for standard equipment and support processes. Additional computers will require [Secondary/Non-standard Device Authorization](#) approval by a Deputy Assistant Commissioner, Deputy Director, or higher level management.

To ensure that all computing equipment is supported on the ESD network, receives regular security updates, and can receive remote agent support, all ESD and/or partner computers will be managed as a part of ITBI Field Support's inventory. All staff taking custody of computers must sign an Equipment Accountability Form and follow agency policies during their possession of the computer.

Accessories Acquisition:

To ensure all accessories meet agency standards and can be supported by ITBI IT Support, only those accessories procured through the Information Technology and Business Integration (ITBI) Division IT Support may be used with ESD computers. This includes, but is not limited to, keyboards, number pads, webcams, mice, monitors, cameras, external storage devices, and any other hardware accessories.

Software Acquisition:

To foster future compatibility, ensure that all software meets agency standards and can be supported by ITBI IT Support, only software on the agency's [approved supported software list](#) and acquired through an IT Support approved procurement is to be installed on ESD computers. The [Desktop Software Support Approval](#) #4501A process is to be followed to request software be added to the [approved supported software list](#).

Copyrighted Software:

Duplication of commercial software and associated documentation is covered by federal copyright laws and the "shrink-wrap" provisions of the copyright holder. Compliance of all applicable provisions of the law must be met. All users of such software will adhere to those provisions whether the software medium is, or is not, protected. No copyrighted software will be duplicated except for backup purposes as stated by the copyright holder. Installing the same copy of a software program on more than one computer at the same time is prohibited unless a site license agreement is in effect, or unless approved in writing by the vendor. Departure from the above may only occur if so directed in writing by the vendor. Any unauthorized reproduction of copyrighted material in any form may lead to disciplinary action, civil liability, or both.

Authorized Use:

Computers will be used in accordance with ESD's [Acceptable Use of Computer and Communication Resources Policy](#) #2016.

Computer Activity Monitoring:

ITBI will monitor computers for risks to the agency. If a possible risk is found, Information Security will respond according to [Network Security Incident Response Procedure](#) #4210A.

Computer Support:

All requests for computer support are initiated by contacting the [Service Desk](#) either by phone at 1-877-397-1212 or intranet by typing [servicedesk](#) in the web browser. Requests will be directed to the appropriate ITBI support group for resolution.

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Computer Software Updates:

Regularly scheduled software updates will be performed during a weekly maintenance window or as needed. Information about these updates will be made available through a [desktop maintenance listserv](#).

Occasionally emergency maintenance is required. Advance notification and scheduling will occur as much as possible with consideration given to business needs.

Use of non-ESD Owned Computing Equipment:

Use of personally owned computing equipment is prohibited on the ESD network. Use of contractor owned equipment is only allowed with previous approval from Information Security.

RELATED DOCUMENTATION:

[Acceptable Use of Computer and Communication Resources Policy #2016](#)
[Desktop Software Approval Procedure #4501A](#)
[Network Security Incident Response Procedure #4210A](#)
[Data Classification and Protection Policy 0031](#)
[Secondary/Non-standard Device Authorization](#)

SUPERSEDES:

Microcomputer/Workstation Policy #4002 dated 01/08/96

DIRECT INQUIRIES TO:

Information Technology and Business Integration Division
Customer Support Deputy Director
(360) 407-4710